

## Agency Activity Inventory by Agency

Appropriation Period: 2003-05 Activity Version: 2004 Sup w/ Alloc & Activities

**Agency:** 111 - Department of Personnel

### Administrative Activity

This activity provides the administrative functions for the Department of Personnel

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$1,486,000	\$0	\$1,486,000	20.1	\$1,471,000	\$0	\$1,471,000	20.1

### Combined Fund Drive

The Combined Fund Drive (CFD) provides a convenient method for state employees and public agency retirees to contribute to charities. The CFD was implemented in 1985 to consolidate numerous charitable fund raising campaigns being conducted on state worksites and to increase the effectiveness for charities by expanding access to payroll deduction. The annual CFD campaign saves charities the time and expense of conducting multiple fund-raising campaigns, so more money goes directly to providing needed services. (Department of Personnel Service-State)

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$0	\$0	\$0	4.0	\$0	\$0	\$0	4.0

### Expected Results:

The Combined Fund Drive (CFD) provides a convenient method for state employees and public agency retirees to contribute to charities. The annual CFD campaign saves charities the time and expense of conducting multiple fund-raising campaigns, so more of the money raised can go directly to providing needed services.

### Employee Advisory Service

Beginning in 1972, the Employee Advisory Service (EAS) became the state's Employee Assistance Program, serving approximately 60,000 merit system employees and their families. EAS also contracts with non-merit system entities, such as the Washington State Ferries, institutions of higher education, and municipalities. EAS provides confidential, no-charge assistance to employees and family-members, identifying and resolving a wide variety of personal problems affecting their job; assistance to the work organization in addressing productivity issues; supervisor training programs to help address on-the-job behavioral problems; training on topics including managing change, and reduction-in-force workshops for employees, supervisors, and others; Critical Incident Management Services and follow-up services; federal Department of Transportation/Substance Abuse Professional Services mandated by Federal Department of Transportation legislation; and coordination of independent medical evaluations for threat assessment and/or fitness for duty coordination. The Employee Advisory Service's mission is to support and enhance employee performance and to promote a safe and productive working environment for Washington State employees. (Department of Personnel Service-State)

# Agency Activity Inventory

## by Agency

Appropriation Period: 2003-05    Activity Version: 2004 Sup w/ Alloc & Activities

**Agency:** 111 - Department of Personnel

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$629,000	\$0	\$629,000	9.0	\$646,000	\$0	\$646,000	9.0

### Expected Results:

Employee Advisory Services is a work-site-based program which provides: Confidential, no-charge assistance to employees and family-members, identifying and resolving a wide variety of personal problems affecting their job, including emotional concerns, alcohol and drug abuse/misuse, marital and family issues, financial and legal difficulties, physical concerns, and work-related difficulties; Assistance to the work organization in addressing productivity issues through consultation with, and training of work organization leaders; Supervisor training programs to help address behavioral problems on the job and to assist supervisors to identify, document and attempt to correct employee work performance problems through the normal progressive disciplinary process; Training on topics including: workplace stress, grief and loss in the workplace, managing change, domestic violence, stress and fear in uncertain times, reduction-in-force, and dealing with anger; Critical incident Management Services, including de-escalation and defusing, critical incident stress debriefing, and follow-up services; Federal Department of Transportation/Substance Abuse Professional Services as mandated by Federal Department of Transportation Legislation; Coordination of Independent Medical Evaluations for Threat Assessment and/or Fitness for Duty Consideration.

## Executive Recruitment

As the state's in-house executive recruitment resource, Executive Search Services (ESS) was established in 1992 to work with hiring authorities in Washington's public sector on executive-level searches and recruitment. Program services include job description development, candidate evaluation criteria, and search strategy. ESS is a central point of contact in the search for the client agency, stakeholders and candidates, and coordinates all logistical arrangements. ESS provides candidate assessment, recommendations to the client, assistance in the development of interview questions, facilitation of the interview process and subsequent decision-making process, and conducts full background checks. (Department of Personnel Service-State)

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$16,000	\$0	\$16,000	5.5	\$14,000	\$0	\$14,000	5.5

### Expected Results:

Private public sector executive-level searches and recruitment including: Job description development; Candidate evaluation criteria and search strategy; Candidate assessment; Development of interview questions; Facilitation of the interview process; Conducting full background checks.

## Governor's Internship Program

# Agency Activity Inventory

## by Agency

Appropriation Period: 2003-05    Activity Version: 2004 Sup w/ Alloc & Activities

**Agency:** 111 - Department of Personnel

The Governor's Internship Program was created in statute (RCW 43.06) to benefit college and university students, permanent state employees, and state agencies as an employment program designed to attract outstanding individuals from a variety of diverse social and cultural backgrounds who have an interest in, and commitment to, a career in public service. College students have an opportunity to gain valuable work experience and knowledge in various areas of state government. Permanent state employees, regardless of academic standing, receive new or enriched work experiences in a setting different than their permanent job. Individuals participating in the program attend various training and developmental assignments.

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$0	\$0	\$0	0.0	\$0	\$0	\$0	0.0

### Expected Results:

Attract outstanding individuals who have an interest in, and commitment to, a career in public service.

## Human Resource Information Systems

State agencies' and the Department of Personnel's (DOP) business units depend upon the Human Resource Information Systems Division to maintain technology systems and applications that support payroll, retirement, insurance, recruitment, employment referrals, training, federal programs, and human resource information access and distribution. These business functions are supported by four computing platforms: mainframe, local area network, client/server, and the web (Intranet and Internet). The general public and state employees access DOP websites for information regarding services, employment-related information, and applying for state jobs. (Data Processing Revolving Account-Nonappropriated)

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$12,004,000	\$0	\$12,004,000	68.2	\$12,712,000	\$0	\$12,712,000	70.7

### Expected Results:

Maintain technology systems and applications that support payroll, retirement, insurance, recruitment, employment referrals, training, federal programs, and human resource information access and distribution. Provide access to the general public and state employees to DOP websites for information regarding DOP services, employment related information and applying for state jobs. Operation and maintenance of primary systems including payroll, training, applicant referral, leave, personnel reporting, insurance eligibility/accounting (state employee medical/dental benefits) and retirement reporting (state employee retirement contributions). HRISD maintains 350 external interfaces (electronic data exchange) for 43 organizations. Over 2,000 state employees within 120 state agencies, higher education institutions and political subdivisions are authorized to view and/or enter transactions into DOP's mainframe systems on a daily basis. These systems are accessible from 6 am to 6 pm, seven days a week.

## Job Classification and Compensation

# Agency Activity Inventory

## by Agency

Appropriation Period: 2003-05    Activity Version: 2004 Sup w/ Alloc & Activities

**Agency:** 111 - Department of Personnel

The Department of Personnel (DOP) and the Personnel Resources Board (PRB) develop and revise job classifications and associated compensation levels for classified employees in general government agencies and state higher education institutions to reflect the needs of management and provide career opportunities for employees. The Department also conducts a Total Compensation Survey every two years to provide recommendations to the Office of Financial Management, the Governor, and legislative committees regarding state employee salaries. DOP reviews the establishment of exempt positions in general government agencies to ensure they meet one of the exemption criteria required under state law. Salaries for new exempt positions or positions that change band level are reviewed by DOP and PRB, as well as agencies' exempt banding policies and procedures. The department staffs and supports the State Committee on Agency Official's Salaries (SCOAS). DOP established the Washington Management Service (WMS) and developed guidelines to assist agencies in implementing WMS. (Department of Personnel Service-State and Higher Education Personnel Services)

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$2,494,000	\$0	\$2,494,000	29.4	\$2,537,000	\$0	\$2,537,000	29.4

### Expected Results:

The development and revision of job classifications and associated compensation levels for classified employees in general government agencies and state higher education institutions reflecting the needs of management and providing career opportunities for employees. The conducting of a Total Compensation Survey every two years, and providing recommendations to the Office of Financial Management (OFM), the Governor, and legislative committees regarding state employee salaries. The review of exempt position establishment and salaries for new and changed positions.

## Labor Relations

The Department of Personnel currently plays an impartial role in labor/management disputes. Staff conducts elections for the certification or decertification of exclusive representation and union shop. Staff mediate grievance and contract disputes between the parties and support the Washington Personnel Resources Board (WPRB) in the arbitration of these issues. Staff conduct investigations of allegations of unfair labor practices and assist the WPRB in determining if the allegations are founded and warrant action.

**Statewide Result Area:** Improve the ability of State Government to achieve its results efficiently and effectively

**Category:** Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$0	\$0	\$0	0.0	\$0	\$0	\$0	0.0

## Recruitment, Testing and Referral of Job Candidates to Agencies

Assisting state agencies in filling job openings throughout state government is one core business function of the Department of Personnel (DOP). DOP's Recruitment, Assessment, and Customer Service teams recruit a diverse candidate pool, screen applicants for minimum qualifications, and devise and administer assessment tools to ensure candidates are qualified. Candidates are ranked and entered into a database. The ranked candidate list is then provided to employers via an automated system. During Calendar Year 2001, 57,000 applications were processed by DOP, which resulted in state agencies filling 5,493 permanent job openings. (Department of Personnel Service-State and Higher Education Personnel Services-State)

# Agency Activity Inventory

## by Agency

Appropriation Period: 2003-05    Activity Version: 2004 Sup w/ Alloc & Activities

**Agency:**    111 - Department of Personnel

**Statewide Result Area:**    Improve the ability of State Government to achieve its results efficiently and effectively

**Category:**    Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$3,150,000	\$0	\$3,150,000	42.5	\$3,370,000	\$0	\$3,370,000	42.5

**Expected Results:**

Assistance to state agencies in filling job openings throughout state government by: Recruiting a diverse candidate pool; Screening applicants for minimum qualifications; Devising and administering assessment tools to ensure candidates are qualified; Providing a ranked candidate list to employers; Providing selection consultation.

.....

### Workforce Training and Career Development Services

Although all state agencies provide some degree of 'in house' training, the Legislature and the Office of Financial Management recognize that these activities can often be conducted more economically and efficiently on an interagency basis. Therefore, DOP is the only agency required by state law to provide comprehensive training and career development services for state agencies. Under this mandate, DOP provides a wide range of practical professional development and career services focusing on the skill development needed for common workplace situations and issues state employees and managers are likely to need and use in the workplace. (Department of Personnel Service-State)

**Statewide Result Area:**    Improve the ability of State Government to achieve its results efficiently and effectively

**Category:**    Provide support services to government agencies

FY 2004				FY 2005			
Total	GFS	Other	FTEs	Total	GFS	Other	FTEs
\$1,103,000	\$0	\$1,103,000	20.8	\$1,139,000	\$0	\$1,139,000	20.8

**Expected Results:**

Provide comprehensive training and career development services for state agencies (RCW 41.06.400). Significant cost savings due to DOP's state-wide buying volume (state agencies can save up to 35 percent by using DOP's electronic learning courses).

.....